

# Older Adult Consumer Perception Survey Data - Statewide - May 2007

## Total Number of RECEIVED Surveys

		Frequency
Valid	May 2007	3532

## Total Number of Completed Surveys

		Frequency
Valid	May 2007	2322

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Valid Percent
Valid	Refused	426	38.1
	Impairment	176	15.7
	Language	318	28.4
	Other	199	17.8
	Total	1119	100.0
Missing		91	
Total		1210	

## Demographic Data

### Gender

		Frequency	Valid Percent
Valid	Female	1455	63.6
	Male	832	36.4
	Other	1	.0
	Total	2288	100.0
Missing		34	
Total		2322	

### Ethnicity

		Frequency	Valid Percent
Valid	African American	193	8.8
	Asian/Pacific Islander	189	8.6
	Hispanic	427	19.4
	Native American	26	1.2
	White	1206	54.7
	Other	73	3.3
	More than 1 race	90	4.1
	Total	2204	100.0
Missing		118	
Total		2322	

### Age Category

	Frequency	Valid Percent
Valid 60 - 69 years old	1832	80.7
70 - 79 years old	369	16.3
80 - 89 years old	65	2.9
90 - 99 years old	3	.1
100 years and older	1	.0
Total	2270	100.0
Missing	52	
Total	2322	

## Service-Related Data

How long have you received services here?

	Frequency	Valid Percent
Valid This is my first visit here	25	1.2
> 1 visit, but < one month	34	1.7
1 to 2 months	132	6.6
3 to 5 months	120	6.0
6 months to 1 year	226	11.2
More than 1 year	1476	73.3
Total	2013	100.0
Missing	309	
Total	2322	

What was the primary reason you became involved with this program?

	Frequency	Valid Percent
Valid I decided to come in on my own	744	38.8
Someone else recommended that I come in.	1093	56.9
I came in against my will.	83	4.3
Total	1920	100.0
Missing	402	
Total	2322	

Were the services you received provided in the language you prefer?

	Frequency	Valid Percent
Valid No	61	3.3
Yes	1780	96.7
Total	1841	100.0
Missing Unknown	481	
Total	2322	

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Valid Percent
Valid	No	106	5.7
	Yes	1767	94.3
	Total	1873	100.0
Missing	Unknown	449	
Total		2322	

#### Language of instrument

		Frequency	Valid Percent
Valid	Chinese	38	1.7
	English	2006	88.2
	Russian	3	.1
	Spanish	226	9.9
	Vietnamese	1	.0
	Total	2274	100.0
Missing		48	
Total		2322	

### Who helped in completing the Survey?

**I did not need any help.**

		Frequency	Valid Percent
Valid	No	1041	44.8
	Yes	1281	55.2
	Total	2322	100.0

**A mental health advocate / volunteer helped me.**

		Frequency	Valid Percent
Valid	No	2190	94.3
	Yes	132	5.7
	Total	2322	100.0

**Another mental health consumer helped me.**

		Frequency	Valid Percent
Valid	No	2263	97.5
	Yes	59	2.5
	Total	2322	100.0

**A member of my family helped me.**

		Frequency	Valid Percent
Valid	No	2139	92.1
	Yes	183	7.9
	Total	2322	100.0

**A professional interviewer helped me.**

		Frequency	Valid Percent
Valid	No	2260	97.3
	Yes	62	2.7
	Total	2322	100.0

**My clinician / case manager helped me.**

		Frequency	Valid Percent
Valid	No	2140	92.2
	Yes	182	7.8
	Total	2322	100.0

**A staff member other than my clinician or case manager helped me.**

		Frequency	Valid Percent
Valid	No	2199	94.7
	Yes	123	5.3
	Total	2322	100.0

**Someone else helped me.**

		Frequency	Valid Percent
Valid	No	2228	96.0
	Yes	94	4.0
	Total	2322	100.0

**If you have been receiving services for ONE YEAR OR LESS, were you arrested since you began to receive mental health services?**

		Frequency	Valid Percent
Valid	No	435	94.4
	Yes	26	5.6
	Total	461	100.0
Missing		76	
Total		537	

**If you have been receiving services for ONE YEAR OR LESS, were you arrested during the 12 months prior to that?**

	Frequency	Valid Percent
Valid No	439	93.8
Yes	29	6.2
Total	468	100.0
Missing	69	
Total	537	

**If you have been receiving services for ONE YEAR OR LESS, since you began to receive mental health services, have your encounters with the police . . .**

	Frequency	Valid Percent
Valid Been reduced	57	13.2
Stayed the same	31	7.2
Increased	7	1.6
Not Applicable (No police encounters this year or last year)	336	78.0
Total	431	100.0
Missing	106	
Total	537	

**If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the last 12 months?**

	Frequency	Valid Percent
Valid No	1303	98.5
Yes	20	1.5
Total	1323	100.0
Missing	153	
Total	1476	

**If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the 12 months prior to that?**

	Frequency	Valid Percent
Valid No	1269	98.1
Yes	25	1.9
Total	1294	100.0
Missing	182	
Total	1476	

**If you have been receiving services for MORE THAN ONE YEAR,  
over the last year, have your encounters with the police . . .**

		Frequency	Valid Percent
Valid	Been reduced	71	5.8
	Stayed the same	70	5.7
	Increased	13	1.1
	Not Applicable (No police encounters this year or last year)	1064	87.4
	Total	1218	100.0
Missing		258	
Total		1476	

#### **Perception of Access to Services**

		Frequency	Valid Percent
Valid	Dissatisfied	3	.1
	Somewhat Dissatisfied	24	1.1
	Neutral	217	9.6
	Satisfied	1069	47.3
	Very Satisfied	949	42.0
	Total	2262	100.0
Missing		60	
Total		2322	

#### **Perception of Quality & Appropriateness**

		Frequency	Valid Percent
Valid	Dissatisfied	7	.3
	Somewhat Dissatisfied	22	1.0
	Neutral	209	9.5
	Satisfied	1069	48.8
	Very Satisfied	884	40.3
	Total	2191	100.0
Missing		131	
Total		2322	

#### **Perception of Participation in Treatment Planning**

		Frequency	Valid Percent
Valid	Dissatisfied	6	.3
	Somewhat Dissatisfied	46	2.2
	Neutral	352	16.8
	Satisfied	962	45.9
	Very Satisfied	729	34.8
	Total	2095	100.0
Missing		227	
Total		2322	

### Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	26	1.3
	Somewhat Dissatisfied	122	5.9
	Neutral	481	23.3
	Satisfied	949	46.0
	Very Satisfied	487	23.6
	Total	2065	100.0
Missing		257	
Total		2322	

### Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	19	.9
	Somewhat Dissatisfied	101	4.8
	Neutral	431	20.4
	Satisfied	1050	49.6
	Very Satisfied	516	24.4
	Total	2117	100.0
Missing		205	
Total		2322	

### Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	10	.5
	Somewhat Dissatisfied	51	2.5
	Neutral	452	21.8
	Satisfied	1077	52.0
	Very Satisfied	483	23.3
	Total	2073	100.0
Missing		249	
Total		2322	

### General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	8	.3
	Somewhat Dissatisfied	29	1.2
	Neutral	136	5.9
	Satisfied	935	40.3
	Very Satisfied	1214	52.3
	Total	2322	100.0

### Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	2262	1.00	5.00	4.3108	.63523
appscale	2191	1.00	5.00	4.2626	.63683
txscale	2095	1.00	5.00	4.2568	.70519
socscale	2065	1.00	5.00	3.9138	.83457
funscale	2117	1.00	5.00	3.9153	.79976
outscale	2073	1.00	5.00	3.9639	.71272
satscale	2322	1.00	5.00	4.4249	.65269
Valid N (listwise)	1850				

## Quality of Life Survey Data

**QOL\_1. How do you feel about your life in general?**

	Frequency	Valid Percent
Valid		
Terrible	58	2.8
Unhappy	156	7.4
Mostly Dissatisfied	119	5.7
Mixed	610	29.0
Mostly Satisfied	577	27.5
Pleased	447	21.3
Delighted	133	6.3
Total	2100	100.0
Missing	222	
Total	2322	

### Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	2116	1.00	7.00	4.8661	1.42897
Valid N (listwise)	2116				

### Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	2086	1.00	7.00	4.6780	1.24537
Valid N (listwise)	2086				

### Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	1829	1.00	7.00	4.7950	1.52740
Valid N (listwise)	1829				



### Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	1951	1.00	7.00	4.8136	1.24302
Valid N (listwise)	1951				

**QOL\_6A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?**

	Frequency	Valid Percent
Valid No	1966	95.6
Yes	91	4.4
Total	2057	100.0
Missing	265	
Total	2322	

**QOL\_6B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?**

	Frequency	Valid Percent
Valid No	1821	89.0
Yes	225	11.0
Total	2046	100.0
Missing	276	
Total	2322	

**QOL\_7. In the past month, how many times have you been arrested for any crimes?**

	Frequency	Valid Percent
Valid No arrests	1882	98.6
1 arrest	13	.7
2 arrests	4	.2
3 arrests	2	.1
4 or more arrests	8	.4
Total	1909	100.0
Missing	413	
Total	2322	

### Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	2083	1.00	7.00	4.8855	1.30747
Valid N (listwise)	2083				

**QOL\_9. In general, would you say your health is \_\_\_\_?**

		Frequency	Valid Percent
Valid	Excellent	44	4.4
	Very Good	137	13.8
	Good	298	30.1
	Fair	353	35.6
	Poor	159	16.0
	Total	991	100.0
Missing		1331	
Total		2322	

**Descriptive Statistics for Health Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	2040	1.00	7.00	4.2699	1.34196
Valid N (listwise)	2040				